Customer Service Report for EMIB

For the period: Tuesday, January 01, 2008 12:00:00 AM to Thursday, January 31, 2008 11:59:59 PM

CIT
Center for Information Technology

Snapshot Date: 2/1/2008 7:24:06 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	12
Deactivate/Close	3	0	0	0	0	1	0	0	2	0	0
Edit Account	6	0	0	1	0	3	0	0	4	0	4
General Info	2	0	0	0	0	0	0	0	2	0	4
Password Reset	4	0	0	0	0	0	0	0	4	0	15
Register/Open	2	0	0	734	0	3	0	0	733	0	0
Application Support											
MS Office/Install	0	1	0	0	0	0	0	1	0	0	31
OS/NOS/FDCC	2	0	0	0	0	0	0	0	2	0	4
Specialized Application	1	0	0	0	0	0	0	0	1	0	5
ASR											
Windows	0	0	0	1	0	0	0	0	1	0	0
Back Office Support											
Active Directory	10	1	0	2	0	2	0	0	11	0	4
Add Entry	1	0	0	0	0	0	0	0	1	0	2
Backup/Restore	8	0	0	1	0	1	0	0	8	0	16
Configuration	4	1	0	1	0	1	0	0	5	0	6
Migration/Upgrade	1	0	0	0	0	0	0	0	1	0	10
Permissions/Shares	8	0	0	0	0	2	0	0	6	0	4
Reset Limits	4	0	0	0	0	3	0	0	1	0	5
CC Technical Operations											
Network-Connectivity	0	0	0	1	0	0	0	0	1	0	12
CIT Categories											
General Info	1	0	0	1	0	0	0	0	2	0	8
KB/Support Page	1	0	0	0	0	0	0	0	1	0	10
Web Site Issue	1	0	0	0	0	0	0	0	1	0	8

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Connectivity											
TCP/IP	2	0	0	0	0	0	0	0	2	0	12
Email											
Exchange Email	4	0	0	1	0	0	0	0	5	0	21
General Info	5	0	0	0	0	0	0	0	5	0	8
MS Outlook	8	0	0	1	0	1	0	0	8	0	13
Spam Mail	2	0	0	0	0	0	0	0	2	0	12
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	6
Hardware											
Desktop/Troubleshoot	1	0	0	0	0	0	0	0	1	0	9
Printers/Config/Setup	1	0	0	0	0	0	0	0	1	0	6
Printers/Troubleshoot	3	0	0	0	0	0	0	0	3	0	10
Servers/Config/Setup	0	4	0	0	0	2	0	0	2	0	0
Servers/Install/Build	0	2	0	0	0	2	0	0	0	0	0
Servers/Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
NBS-User Call											
Travel-Difficulty Accessing the System	0	1	0	0	0	0	0	0	0	1	0
NIHnet											
Server Support-DNS	5	0	0	1	0	2	0	0	4	0	5
Service Prov-IP Address Admin	3	0	0	0	0	0	0	0	3	0	10
Service Prov-Port Add	0	1	0	0	0	0	0	0	0	1	11
Security											
Alert Message	0	0	0	1	0	0	0	0	1	0	0
General Info	0	0	0	1	0	0	0	0	1	0	0
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	1	0	0	0	0	0

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	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Wireless Services											
BB/Request	1	0	0	0	0	0	0	0	1	0	28
BB/Troubleshoot	1	0	0	0	0	0	0	0	1	0	11
Grand Total:	**99**	**11**	**0**	**747**	**0**	**25**	**0**	**1**	**829**	**2**	**1**

Total Tickets Closed:	**832**
Total Tickets Assigned/Pending/Checked Out:	**25**
Total Tickets Created:	**857**